



Job Location: 400 Deaderick Street – Nashville TN 37243

Program Director 2 – Performance Management & Research Data Analysis

Division of Quality Improvement & Strategic Solutions

The Department's mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

The goal of the division of Quality Improvement & Strategic Solutions is to provide quality support to ensure each division within DHS has business performance data and relevant documentation to inform the decision making process and improve overall performance and accountability.

Position Responsibilities:

- Directs one (1) Program Manager and an indirect team of 9 Program Coordinators; Program Coordinator work is that of business analysts who compile and analyze data to provide improvement for program areas through a strategic problem solving process
- Team support statewide of multiple stakeholders
- To accomplish the work through use of business data and statistical methods that provide insight into business performance and suggest areas and methods for improvement
- Oversight for presentations and reports provided to executive leadership for use in decision-making and strategic planning
- Participates broadly in shaping how data from older systems are brought into business intelligence tools including developing and translating business requirements into conceptual, logical, and physical data models with a focus on mitigating issues such as reducing redundancy of data

The ideal candidate should possess the following competencies:

- Strategic thinking, program administration, process design/implementation
- Provide sound management through staff coaching, teamwork and professional development
- Ability to forge strong relationships and influencing skills at all levels
- Strong problem solving skills
- Ability to thrive in a fast paced, demanding environment

Position Requirements:

- Bachelor's Degree in Business Administration or directly related field; Master's Degree Preferred
- Minimum 3-5 years directly related successful experience with a major program is required
- Proven ability to drive insightful data analysis & synthesis that uncovers program and agency opportunities
- Strong communications skills

Information regarding State of Tennessee Benefits:

<https://www.tn.gov/hr/topic/benefits>

How to Apply:

- Please submit resume and cover letter outlining your related experience to Cynthia.Lanier@tn.gov
- This is an executive service position.

Target Minimum Salary: \$55,000

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